

Comparisons of Job Characteristics

Focus Occupation: [First-Line Supervisors of Food Preparation and Serving Workers \(35-1012\)](#)

Associated Occupation: [First-Line Supervisors of Retail Sales Workers \(41-1011\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 76

Focus Occupation: First-Line Supervisors of Food Preparation and Serving Workers (35-1012)

Associated Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	18.9	13.0	<<	Extensive education and/or training may be required
Sales and Marketing	5.2	14.0	7.2	<<	Extensive education and/or training may be required
Administration and Management	8.4	13.2	13.4	0	Current knowledge level may be sufficient
Personnel and Human Resources	5.6	10.2	8.3	<	Expanded education and/or training may be required
Economics and Accounting	4.4	7.2	6.9	0	Current knowledge level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: First-Line Supervisors of Food Preparation and Serving Workers (35-1012)

Associated Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Service Orientation	7.9	10.8	11.6	0	Current skill level may be sufficient
Management of Personnel Resources	6.9	10.7	11.2	0	Current skill level may be sufficient
Persuasion	7.4	10.1	9.1	<	A higher skill level may be required
Negotiation	6.8	9.9	9.0	<	A higher skill level may be required
Management of Financial Resources	3.3	8.1	7.1	<	A higher skill level may be required

Management of Material Resources	3.7	7.1	7.1	0	Current skill level may be sufficient
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The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 96			
Focus Occupation: First-Line Supervisors of Food Preparation and Serving Workers (35-1012) Associated Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Recognition	9.9	11.5	11.0	0	Current ability level may be sufficient
Fluency of Ideas	7.6	9.1	7.9	<	Some improvement in abilities may be required
Mathematical Reasoning	6.3	9.0	8.0	<	Some improvement in abilities may be required
Number Facility	6.3	8.4	8.3	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 81
Focus Occupation: First-Line Supervisors of Food Preparation and Serving Workers (35-1012) Associated Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)		
Work Activities	Exclusivity of Activity	
Assign work to staff or employees	30	
Conduct training for personnel	30	
Direct and coordinate activities of workers or staff	3	
Greet customers, guests, visitors, or passengers	63	
Hire, discharge, transfer, or promote workers	47	
Inventory stock to ensure adequate supplies	65	
Investigate customer complaints	67	
Maintain production or work records	19	
Monitor worker performance	57	
Oversee work progress to verify safety or conformance to standards	49	
Provide customer service	14	
Recommend improvements to work methods or procedures	64	
Requisition stock, materials, supplies or equipment	54	
Resolve customer or public complaints	54	
Resolve or assist workers to resolve work problems	72	
Schedule employee work hours	60	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 93

Focus Occupation: First-Line Supervisors of Food Preparation and Serving Workers (35-1012)
Associated Occupation: First-Line Supervisors of Retail Sales Workers (41-1011)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computer data input devices	2
Computer printers	2
Computers	1
Content authoring and editing software	1
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.